

# INFORMATION BULLETIN

## JOB TRAINING PARTNERSHIP ACT

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TO: SERVICE DELIVERY AREA ADMINISTRATORS  
PRIVATE INDUSTRY COUNCIL CHAIRPERSONS  
JTPD PROGRAM OPERATORS  
EDD JOB SERVICE OFFICE MANAGERS  
JTPD STAFF

SUBJECT: CUSTOMER SATISFACTION INVENTORY (CSI) PILOT SURVEY

The purpose in this information bulletin is to advise Service Delivery Areas (SDA) and Job Service Field Offices of the State's intent to participate in the Department of Labor's (DOL) pilot test of the CSI survey instrument. As you are aware, states are required to measure the level of customer satisfaction among employers and participants who receive training and/or services in programs funded by the Workforce Investment Act (WIA). The DOL is proposing the use of the CSI for this purpose.

The CSI consists of three questions that have been used by both public and private organizations to measure customer satisfaction levels. The DOL is currently pilot testing the CSI in several states. The pilot test in California will include a statewide sample of employers and participants who received training and/or services through CalJOBS and/or programs funded by the Job Training Partnership Act (JTPA) during the period from January 1, 1999, to June 30, 1999. The State will provide DOL with contact information for a sample of employers and participants. The DOL contractor, Social Policy Research Associates (SPR), will conduct telephone interviews with the sample contacts to administer the CSI. The survey will begin in November and must be completed by the end of December 1999.

The State will provide DOL with contact information for a sample of 1500 employers and 1500 participants. The employer sample will include 750 employers with closed job orders on the CalJOBS system between January 1, 1999, and June 30, 1999. An additional 750 employers will be selected from the Job Training Automation (JTA) system for participants who terminated as employed and from the State's database of employers who filed a Worker Adjustment and Retraining Notification (WARN) notice during the period from January 1, 1999, to June 30, 1999. The participant sample will include 750 job seekers who participated in one of the intensive services programs between January 1, 1999, and June 30, 1999. Another 750 participants served under Title II Adult/Youth and Title III Dislocated Worker programs during the same time period will be selected from the JTA databases of SDAs that are timeshares with the State and agree to allow their data to be used for the purpose of this survey.

A stratified sampling approach will be used to select employers and participants for the survey. The State will be divided into geographical regions. The number of employer and participant contacts selected from each region will be based on the universe of terminations reported to the State by all SDAs in a particular region for the Program Year 1998/1999. This methodology will also be used to determine the proportion of employers and participants selected for the survey from the Job Service Field Offices.

Although DOL is conducting this survey to pilot test the CSI, states are allowed to ask additional questions of the respondents as long as the interviews are kept to a maximum of 15 minutes in length. California has developed some additional questions that are designed to provide information that will enhance our understanding of the survey responses.

It is anticipated that the results of the survey will be available in early January 2000. The results will provide us with baseline data on customer satisfaction at the statewide or regional level. It is important to note that this survey is not designed to provide data on customer satisfaction at the SDA or Field Office level.

If you have any questions regarding the CSI Pilot Survey, please contact Deborah Cusimano, Manager of the Data Analysis Unit, at (916) 653-4292.

/S/ BILL BURKE  
Assistant Deputy Director